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Mariyan Rusev

UX/UI Designer

PROFILE

UI/UX Designer with hands-on experience in Figma, wireframing, prototyping, user flows and responsive design, and a UX/UI certificate from Telerik Academy. My background in technical support and enterprise environments gives me a strong analytical, problem-solving mindset, and I am used to turning complex requirements into clear, usable interfaces. Focused on usability, consistency and detail, with a particular interest in UX motion. Comfortable with HTML/CSS and working with technical teams.

SKILLS

UX Design	User-centered design, user flows, information architecture, wireframing & prototyping, usability testing
UI Design	Responsive design, visual consistency, interface detail
Tools	Figma, Adobe After Effects, Adobe Photoshop, Claude
Front-end	HTML, CSS and JavaScript fundamentals

EXPERIENCE

VoIP Support Specialist · **Tiebreak Solutions** 03.2025 – 08.2026

- Managed VoIP systems, call routing and telephony configuration for multiple offices
- Set up IVR systems and ring groups so calls were handled efficiently
- Handled escalations and worked with telecom providers to resolve complex routing issues

IT Support Specialist · **My Synergy** 05.2024 – 11.2024

- Gave remote and on-site support to end users for hardware and software issues
- Managed user accounts, permissions and mailboxes in Active Directory, Azure AD and Microsoft 365
- Documented procedures and issue resolutions; maintained the IT asset inventory

Help Desk Administrator · **UniCredit Bulbank** 04.2022 – 05.2024

- Found root causes of technical issues, resolved them or escalated when needed
- Provided remote support for workstations, printers and peripherals; worked with internal teams on resolutions

IT Service Desk Specialist · **Tek Experts** 03.2021 – 04.2022

- Assisted end users with hardware, software and connectivity issues in enterprise environments
- Supported Microsoft 365 and Active Directory user management and access requests

Technical Support Specialist · **eero (Sutherland)** 10.2019 – 03.2021

- Supported customers by phone and email on network setup, connectivity and performance
- Resolved complex cases through analytical troubleshooting; kept customer satisfaction high in a fast-paced environment

EDUCATION

Certificate in UX / UI Design · Telerik Academy 2024

Bachelor of Philosophy · New Bulgarian University 2015